**From:** Brooks, Rama
**To:** 'microsoft.atr(a)usdoj.gov'
**Date:** 1/13/02 3:13pm
**Subject:** Microsoft needs to slow down

To Whom It May Concern,

My name is Rama K. Brooks and I am a CompTIA A+ Certified Computer
Technician working for the State of Indiana/Dept of Administration/Division
of Information Technology. We are still in the middle of upgrading the
state's infrastructure with Windows 2000 from Windows NT 4.0 and now XP and
the .Net servers are coming out. If Microsoft took more time in developing
newer versions of Windows then we wouldn't have to deal with all these
security issues and bugs. Not only that but the Enterprise Agreement we
have with them allows us x amount of licenses for desktops, servers, and
apps. Because of budget constraints we can't get all the state agencies
upgraded to Windows 2000. And now we have agencies that want to purchase
XP. I am feeling that we are being pushed for forced upgrades. Upgrading
any part of the IT infrastructure should be done because it is technically a
sound idea for the organization, not because a software company wants to
force it down our throats.

I started out wanting to become an MCSE (Microsoft Certified Systems
Engineer) around 1995. I started to study on my for the Windows NT 4.0
track and then found out it was going to be replaced with the 2000 track. I
have been working for the State of Indiana since April 16, 2001 and that is
when I started to get the hands on experience for Windows 2000. Now the XP
track is coming out. Before you needed at least 2 years experience with the
software to pass the test. But with XP, the test it came out the same time
as the product. I have invested over $500 in study guides for the 2000
track. Stop the insanity might be a better term. I feel as a IT
professional that because of their greed, Microsoft is going to kill the
MCSE credential and the best part is that the Dept of Justice doesn't need
to do anything for that to happen. Employers are going to realize that the
only way for people to be certified in Windows XP (before this track
expires) and not have the 2 years experience with the product is going to
mean that they are more likely a "paper MCSE". Unless it is someone
upgrading from the NT 4.0 track or Windows 2000 because they have the base
knowledge and experience. All they need to do is learn what's new with the
XP track.

I find the idea of XP sending information to Microsoft's website from the
user's PC rather disturbing and unethical. This presents a rather
significant security risk for criminal hackers (crackers) and
cyber-terrorists to break into a network. How safe would you feel to know
if the FBI had deployed XP on all their special agents desktops? I would
say that in some instances this could pose a national security risk (it all
depends on who is using XP and how critical their data is kept).

Perhaps a fair solution would be to have Microsoft give those schools money instead of Microsoft products. Breaking up Microsoft would be bad because then they could spread out to all the areas that this lawsuit is trying to stop them from doing. And if Linux takes over more and more desktops then don't be surprised Microsoft porting Office to Linux. They will soon learn the lesson that IBM has just learned (on there own) that you can't be everything to everyone and dominate it all. IBM has regrouped on what it want s to focus on, and that will be the same fate Microsoft will soon suffer.

In their defense Microsoft is a publishing company. It would be like saying that McGraw-Hill has unfair advantage on school text book market. AOL which holds the monopoly on Internet Services Providers had merged with Time Warner to become the "monopoly" for media. But many upstart Internet Service Providers are popping up and thriving. Why? Because of customer focus and satisfaction. When companies get too big, they stop caring for their customers. That is when they start loosing business. A case in point would be the phone company or McDonalds. Both have given me (as well other people I know) lousy services, but they make enough that they don't care. You go to a family own dinner and usually you get the best service.

If you want proof that pertains to this case, then look at LINUX. It was created around 1992 by a college student in Finland. He then cut it loose, source code and all to the open source community. He still controls the final say about changing the kernel (the heart of the operating system), and there are companies making money of distributing it, as well as writing programs for it. The result, it is being ported to watches, radios, PDAs, cars, robots, and any electronic device you can think of as well as any kind of CPU architecture. Basically Linux went in 10 years from a "radical underground movement" to a business quality type of Operating Systems that Microsoft has identified as it's main threat. Linux has accomplish everything that Microsoft wanted Windows to accomplish or Scott McNealy (Sun Microsystems) wanted Java to accomplish. Where did these companies go wrong? It is because they tried to dominate the market and control their standards while making a hefty profit. Most of Linux's migrations to different electronic devices you can download the source code free and compile it or pay for a packaged CD.

Linux also has several different professional certifications. And with CompTIA creating a Linux+ certification shows more proof how Linux is business accepted Operating Systems.

Don't split Microsoft up, because that will create a different Microsoft company for each area they are trying to monopolize. Instead let them grow and become more bloated. Their greed will be their downfall. In the early 1980's IBM wanted to enter the PC market, and Texas Instrument (who dominated that market) had pulled it's TI-99/4A off the market. IBM asked CP/M (the dominant company for operating systems) to create an operating systems for their PC. When CP/M told them no, a little upstart company

called Microsoft offered to do it.  Now it seems that things are coming full circle because Microsoft is where CP/M was 20 years ago.  And Linux is where Microsoft was 20 years ago, except Linux is more user driven versus company driven.

Just fine Microsoft a multi-billion dollar fine and end this whole trial.  I would also suggest that you take on AOL/Time-Warner as the new monopolistic threat.

Sincerely,

Mr. Rama K. Brooks, A+
Systems Analyst

State of Indiana
Department of Administration
Division of Information Technology
Indiana Government Center North
100 Senate Ave., Room N551
Indianapolis, IN  46204

(317) 232-1052 - Office phone
(317) 232-0748 - Fax

**CC:**          Zust, Brian